NETWORK MANAGER REPORT

Alabama INTERACTIVE

APRIL 2003

SUBMITTED BY Winn McInnis, General Manager

NETWORK MANAGER REPORT

OVERVIEW

Marketing/Operations

April proved to be a productive month. Our new staff members are working hard to complete projects currently in the project queue, while the marketing team, with the assistance of committee members, is continuing to acquire new business.

Highlights during the month were:

- Discussions continue with Alabama Department of Revenue regarding their initial business registration service, which will streamline tax services for thousands of Alabama businesses and ADOR.

- Adoption of the ADOR Electronic Tax Filing and Payment Program continues to grow. 30% increase in transactions in April of 2003.

- ADOR has contacted us about adding Utility Tax payments to the Electronic Tax Filing and Payment Program. This should generate a significant increase in adoption once this service addition has been made.

- The Motor Vehicles Division of ADOR is interested in pursuing online services. We have provided the Registration Office with a Scope of Work for Temporary Personalized Plate Reservations.

- On behalf of ADOR we submitted an application for the NASIRE awards, sponsored by the National Association of State CIOs.

- Functional Specifications for the Alabama State Bar's license/membership renewal application have been approved and development should be completed by the end of May. We will demonstrate this service at the State Bar's annual meeting in July.

- The Alabama Department of Environmental Management has contacted us to begin another project, Certification Renewal for Grade III Wastewater Operators.

- We had very encouraging meetings with the Alabama Department of Conservation and Natural Resources to discuss a range of services, including hunting and fishing licensure, boat registration, and state parks reservations. Further follow-up with the agency is required in order to proceed with development of these services.

- Along with the Alabama Public Service Commission, we have identified the Supplemental Motor Carrier Authorization as the first phase project for this group.

- Development of the payment interface and payment engine for the Department of Insurance's online license renewal service is complete. DOI can test the service at their leisure.

- We have seen continued growth of the electronic MVR service. In the month of April, more than 6 new customers were added, including UPS.

Development

Development of ADEM's NPDES Storm-water application is almost complete. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. ADEM is currently reviewing and testing the application.

Alabama State Bar's license renewal application is under development. This application will allow lawyers to renew their state licenses online. It will also give law firms the ability to renew their lawyers' licenses online as well.

The Alabama Board of Nursing has requested a name and address change application. This service is being tested by the agency and should be complete by the end of May.

We are working with our banking institution in an effort to provide ACH (e-checks) to our online applications. To facilitate this initiative we are developing our backend processes which communicate with the financial institution. We hope to have this in place by the end of next month.

COMPLETED!

Application	Agency	Description	Status
Renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is complete and in production.
Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is complete and in production.
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses, online, by real estate agents, realtors and brokers.	This application is complete and in production.
Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Sales, Use and Lodging Tax Filings	Department of Revenue	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.
Refund Status for Individual Income Tax	Alabama Department of Revenue	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	This application is complete and is currently in testing. Production date is on hold pending final approval by the Secretary of State.

Payment Portal Merchant Service Agreement	Secretary of State	This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Membership Renewal	Alabama State Bar	This application allows existing Bar members to renew their membership online.	In development.	May 2003
Renewal of License	Alabama Board of Chiropractic Examiners	This application allows for the renewal of licenses and fee payment, online.	Under development.	August 2003
Licensee Verification	Alabama Board of Chiropractic Examiners	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	Under development.	September 2003
Federal Mining97 Project-Storm-water permitting	Alabama Department of Environmental Management	This application allows for the online submission of the pre-construction watershed application.	In final development. Agency is testing some functions of the service.	May 2003
Alabama State Portal	Alabama Department of Finance, Office of the CIO	Redesign of the Alabama State Portal, Alabama.gov.	Under development	June 2003
Merchant Services	Alabama Department of Insurance	This service allows agents to pay via credit card for licenses renewed online.	Our part of development is completed, but needs to be integrated with the DoI application.	June 2003

Name and Address Change	Alabama Board of Nursing	This application will allow nurses to change their name and address of record.	In development.	May 2003
LPN License Renewal	Alabama Board of Nursing	This application will allow LPNs to renew their license online	In development	September 2003
Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fines online.	In development.	May 2003
Supplemental Motor Carrier Authorization	Alabama Public Service Commission	This application allows persons who are paid to carry cargo intrastate, to apply online for authorization.	This project in pre-development planning.	August 2003
Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is on hold pending AREC's database upgrades.	July 2003
Instructor License Renewal	Alabama Real Estate Commission	This application allows licensed instructors to renew their license online.	This application is on hold pending AREC's database upgrades	July 2003
Utility Tax Payment-Addition to Electronic Filing Application	Alabama Department of Revenue	This addition to the Electronic Tax Filing and Payment Program will allow utility providers to file and pay utility taxes online.	This project is under development.	July 2003

IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Renewal of License	Alabama Association of Bankers	This application allows for the renewal of licenses online.	Meeting with the Agency in May.	TBD
Grade III Wastewater Operator Renewal	Alabama Department of Environmental Management	This application allows wastewater treatment operators to renew their certification online.	This application is in the proposal stage.	October 2003
Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line.	This project is currently still in the proposal stage.	TBD
Payment of Court Cost	Administrative Office of Courts	This application allows Courts to accept payments by county via Internet.	This project is still in the preliminary stage.	On hold
Renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD
Renewal of Marriage and Family Therapists' License	Alabama Board of Examiners in Marriage and Family Therapy	This application will allow marriage and family therapists to renew their license and pay the renewal fee.	Functional Specifications have been drafted and require agency approval.	TBD
Car Reservation	State Motor Pool	This application will allow state employees to reserve a car for state business.	This project is still in the preliminary stage.	August 2003

Licensee database search and download	Alabama Board of Nursing	This application allows hospitals, insurance companies, etc. to download the nursing roster	Functional Specifications have been drafted and require agency approval.	July 2003
License verification and disciplinary status	Alabama Board of Nursing	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	Functional Specifications have been drafted and require agency approval.	August 2003

OPERATIONS & ADMINISTRATION

Alabama Interactive Personnel

We would like you to join us in welcoming Trevor Bair to our team. As an MIS graduate and accomplished Web designer, Trevor is a valuable asset to Alabama Interactive.

OTHER BUSINESS/IN CLOSING

We are very excited about the progress we made in April. Our new employee will certainly help us meet our goals for 2003. We look forward to continue growth in our service catalog and in the team throughout the year.

As always, please feel free to call on me with any questions or comments.

I can be reached at 334-261-1989, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis